

Questions and Answers # 1
Solicitation No. S00R2600024
Broadband Device Purchase and Distribution

The following questions regarding the subject IFB have been submitted by vendors. The answers provided by DHCD are intended to clarify the IFB's requirements and do not constitute an amendment.

Question	Answer
1) Why there is a restriction on suppliers having had \$3,000,000 in tablet sales within the last couple years.	DHCD is seeking a vendor that has demonstrated the capacity to fill large orders promptly from existing inventory.
Is there an intent to make a small business usage requirement on the contract?	DHCD does not intend to include a small business usage requirement on this contract.
2) In eMMA, what are the "Lots" for? Other States sometimes use the Lot structure to pre-qualify vendors based on the size of the acquisition. Is that the same thing? What does Lot 1 Round 1 mean? Can anyone bid or do I need to be registered on eMMA?	<p>DHCD does not use the Lot function in eMMA. Questions regarding the "Lots" feature should be directed to the Office of State Procurement.</p> <p>In eMMA, the "Round" refers to the version of the solicitation being viewed. Every time DHCD publishes a new document for this IFB (such as a Q&A or an Amendment) or makes any other change, eMMA will advance this solicitation by one Round. Vendors must submit their bid to the most current Round of the solicitation. If DHCD does anything that results in the issuance of a new Round, vendors must advance their bid to the current Round prior to the bid closing date in order to be counted. Bids that are not submitted to the most current Round of bidding at the time of closing will not be accepted.</p> <p>"Lot 1 Round 1" refers to the fact that the original version of the solicitation is being viewed on eMMA. After this Q&A is published, the solicitation will advance to "Lot 1 Round 2".</p> <p>This IFB is open to all vendors that meet the minimum qualifications. Vendors must register on eMMA in order to submit bids and be eligible for award.</p>



3) Can we send our bid directly to DHCD via email?	No. All bids must be submitted through eMMA.
4) Who are the intended users of the devices? Citizens? Employees? Kiosks at public locations?	Eligible Maryland citizens and households are the intended end-users of the devices.
5) There was no mention of asset tagging. Does the State expect these devices to be returned and accounted for as an asset?	No. Asset tagging and return of the devices is not expected under the program for which these devices are being purchased.
6) What is the vendor's scope for problem resolution? Do vendors have responsibility for incidents/break fix of devices after they are delivered to the distribution points? Or are we only responsible for issues once delivered? If so, how would we be notified of issues?	<p>The vendor will be liable until acceptance at the government distribution points. Acceptance is defined as five (5) business days after delivery unless DHCD notifies the vendor that an item needs to be replaced or that DHCD needs more time to inspect the devices. (See IFB Amendment 1)</p> <p>The vendor must replace any devices rejected due to damage during shipping or other defects (i.e. the wrong item). After acceptance, manufacturer's warranty will apply.</p> <p>The vendor's proposed Problem Escalation Procedure should discuss how notification of problems will occur and how problems will be addressed. (See IFB Section 3.8)</p>
7) There is no mention of tracking software as a requirement. Is the state concerned about preventing possible theft or diversion of the device to someone other than the original assignee?	The State will use other means to prevent theft of the devices after vendor delivery.
8) Is there a minimum number of devices that can be requested? In other words, would we be fulfilling individual orders or will they be grouped in blocks?	Orders will be grouped into deliveries of approximately 2000 devices per shipment, made to facilities run by State and local government entities. This number will vary by eligible regional population, available funding, pricing, etc.
9) The specs seem outdated and pretty low. There are inconsistencies in the specs between processor and the size of the screen. What exactly is considered a tablet – do Chromebooks qualify? Does it have to be Windows-based i.e. no iPad?	<p>Tablet, as it is used in the IFB, should be broadly interpreted to include any portable computing device that meets the solicitation's stated minimum specifications (i.e. a tablet, laptop, Chromebook, or similar device).</p> <p>The Department requires that provided devices use</p>

	Chrome OS as their operating system. (See IFB Amendment 1)
10) How will State of Maryland manage the deployment of the devices, will they use an MDM (Mobile Device Management tool?)	The State will distribute the devices to end-users. After distribution, the end-users will be the solely responsible owners of the devices. The State will not require use of an MDM.
11) Assuming the State will run a proof of concept ("POC"). How will the State gather results from a managed POC to measure success of the program?	DHCD does not intend to run a formal POC.
12) During the proof of concept roll-out what factors will determine the project's success? How will you gather these factors?	DHCD does not intend to run a formal POC. Vendor success in performance of the Contract will require timely and accurate provision of requested items that are free of defect or damage.
13) One of the minimum requirements: "The Bidder shall have sold a minimum of \$3,000,000 worth of internet-capable tablet models substantially similar to those described in Section 2.3.1, per year, in at least three (3) of the past five (5) years." If a company does not fulfill this experience requirement, but has partners that do fulfill the experience requirement, through which it will be procuring the devices, will this enable the company to bid on this solicitation?	DHCD is seeking a vendor that has demonstrated the capacity to promptly fill large orders from existing inventory. If multiple companies intend to partner to bid on this solicitation, the prime contractor/bidder must meet the minimum qualifications of the solicitation.
14) Will connectivity (data plan) be required for these devices, or is the assumption they will use the available broadband/wifi that is available in the area?	A cell connectivity/data plan is not required for these devices.
15) The IFB requires a minimum processor configuration of the Intel Celeron N4010. Will DHCD accept devices with processors other than those listed in the IFB minimum specifications?	DHCD will accept devices with processors other than those listed in the minimum specifications of the IFB. The processors must be Intel or AMD and must possess minimum specifications equivalent or better than those listed below for their respective manufacturer. (see IFB Amendment 1) Intel: Total Cores 2 Total Threads 2 Burst Frequency 2.60 GHz Processor Base Frequency 1.10 GHz Cache 4 MB



AMD: Total Cores 4
Total Threads 2
Burst Frequency 2.0 GHz
Processor Base Frequency 1.6 GHz
Cache 1 MB


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4/25/22
Date

